

HRUBS Billing
(Hampton Roads Utility Billing System)

The Hampton Roads Sanitation District (HRSD) has recently implemented a new upgraded customer billing system, which combines the bills for the City of Suffolk Public Utilities' water and sewer services and HRSD's wastewater treatment service. The new Hampton Roads Utility Billing System (HRUBS) went into effect July 23, 2007, and all normal customer service activities have resumed.

During the conversion process, new customer bills could not be issued, and the duration of your initial bill may be longer than the normal 60-day period; however, your next bill should return to the normal 60-day period.

In addition, both the City of Suffolk and HRSD have implemented new service rates effective July 1, 2007. Service before and after July 1 is prorated for billing purposes.

Every effort has been made to insure the accuracy of the data, but should you have any questions about your new bill, please contact the Department of Public Utilities at 514-7000 and press 1 for customer service.